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JUN 14 2004  
**OFFICIAL**

**PATENT**  
**ATTORNEY DOCKET**  
**NO. 2001P12193 US**

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Punjabi

Serial No.: 09/900,267

Filed: July 6, 2001

Title: SELF-LEARNING INTELLIGENT  
CALL ROUTING GATEKEEPER

Group Art Unit: 2645

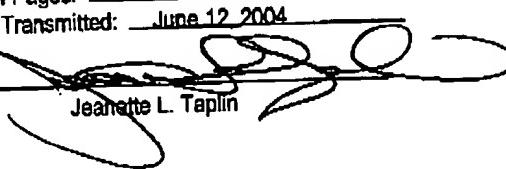
Examiner: Hashem

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) By:   
Jeanette L. Taplin

AMENDMENT

Commissioner for Patents  
P.O. Box 1450  
Arlington, VA 22313-1450

Dear Sir:

In response to the Official Action mailed March 12, 2004, please enter the  
following Amendment:

Amendments to the claims begin on the following page.

Remarks begin on page 5.